

Kingsgate AND Voh Meal Delivery Procedures

The overriding concern is to keep customers, volunteers and staff delivering the meals, safe during the Coronavirus pandemic.

All staff and volunteers who are involved with delivering meals should adhere to the following;

1. Only support the service if you are healthy and not showing any signs of an infection/are unwell.
2. Only support the service if you are **NOT** living with anybody who has an infection, is unwell or is showing symptoms.
3. Are under 70 years old.

All staff and volunteers are to be equipped in their vehicle, or on their person if delivering MOW round on foot, with:

- Hand sanitiser (if this runs out a flask of hot water, soap and paper towels);
- Gloves (single use) – sufficient in no. for all deliveries on the round;
- Sanitary wipes or tissues;
- Plastic bin bag for disposal of gloves and face mask;
- A mobile telephone;
- Delivery sheet to include the telephone nos. of each of the customers on that round, any additional needs and a reminder on infection control standards.

NHS England recommend that a minimum distance of at least two meters (or three good size paces) should be maintained between a customer and the volunteers or staff delivering the meals.

On arrival at Kingsgate, to start your delivery shift, please ensure you wash your hands following NHS guidance.

Please, adopt the following procedure:

1. Take a supply of gloves and extra plastic bags with you as well as a bag for disposing of your plastic gloves.
2. Approx 5 mins before delivery, dial 141 and then telephone the customer and advise them of impending delivery. Ask them to be ready to listen out for the doorbell and explain their delivery will be waiting for them on the doorstep. Dealing 141 makes your number private.
3. On arrival, put on gloves and mask, place meals on doorstep, ring doorbell, and then step back 2m - at least three paces. Greet the customer, check that they are OK.
4. If the customer says that the bags are too heavy to carry, ask them to wait inside and split the delivery into 3 smaller bags. Please do not go into the house under any circumstances - it puts their life at risk.
5. If customer has concerns, please tell them there is a phone number in the bag to ring for extra help or support. Please also advise the instructions for cooking meals are in the bag. If they ask, assure them they are on a weekly delivery of meals if they requested it.
6. If the customer expresses any notable concerns (or you have one yourself) make a note on the delivery round sheet and email to kingstonaid@voh.org.uk
7. Remove and dispose of the gloves in the plastic bin bag; replace with new gloves for next delivery.

Where customers are incapable of collecting the meal delivery from their doorstep due to being unable to bend down...

Please, adopt the following additional procedures:

1. Follow procedure above but place bag of meals on a fold up chair with the handles of the bags pointing upward.
2. Clean chair with sanitary wipes after each delivery.

Please also note the following:

- Customers do NOT need to sign for meals
- We do NOT want tubs back due to hygiene and cross-infection risks
- Deliveries are once a week if your delivery has 7 meals (1 a day) or twice a week if your delivery has 3 or 4 meals. Meals are 1 a day as they are also being given supplies from Foodbank to give them extra food, this is specifically to help because they cannot cook meals themselves.
- Please destroy your address sheet at the end of deliveries for GDPR.
- If the customer would like to feedback about the meals, please ask them to write a card and we will collect it on our next delivery.

If, in the intervening weeks **you or a member of your household** feels unwell please contact Miles immediately, so we can cover you on your designated round. We will of course keep in touch with you during this period of social isolation to check on your wellbeing.

Thank you so much for volunteering - we couldn't do this without you!

I am signing this document to confirm I have read it and understand that by following the above procedures VoH are seeking to keep me safe.

Name (volunteer): _____

Date: _____

Name (VoH Team Lead): _____

Date: _____

